

## RECEPTIONIST

Code No.: 4-05-012  
(80 Hour: 4-05-177)  
COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This is a clerical position which involves responsibility for receiving office callers and performing a variety of routine clerical duties requiring a moderate degree of decision making. The work involves answering phones, directing visitors and processing related paperwork and is performed in accordance with well-defined objectives, policies and procedures. This employee works independently under direct supervision from, and reports directly to, a higher-level clerical employee or administrator. Supervision of others is not a responsibility of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other related activities may be performed although not listed.)

Greets all callers and directs them to proper party or department;

Maintains master appointment book and schedules appointments;

Sorts, indexes, files and routes mail, requisitions, ledger cards and other material;

Prepares documents, authorizations, forms and other related paperwork;

Pulls material from files, performs file searches and maintains charge out records;

Obtains and disseminates information by telephone correspondence and in person;

Makes arithmetic computations, compiles, and checks statistical reports;

Checks lists, reports, and forms for completeness and accuracy;

Maintains time records and payroll data;

Makes an accurate record of petty cash;

Operates office machines such as switchboard, calculator, mimeograph, photocopier;

Processes permits, applications and licenses.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of office terminology, procedures, policies, functions and equipment; good knowledge of grammar and punctuation; ability to prepare arithmetic summaries, and forms; ability to operate standard office equipment; ability to communicate effectively both orally and in writing; ability to acquire familiarity with departmental organization, laws, policies and functions; working knowledge of business arithmetic and English; ability to understand and follow oral and written directions; ability to get along with others; ability to greet and deal with the general public; clerical aptitude; alertness; accuracy; tact; courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

- (A) Two (2) years of full-time or its part-time equivalent paid office clerical experience; OR,
- (B) Graduation from a regionally accredited or New York State registered two (2) year college or university with an Associate's degree in Secretarial Science; OR,
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

**NOTE:** College level training in other than clerical or secretarial science area cannot be substituted for any work experience.

**SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES:**

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

**Reviewed:** 10/17/86

**REVISED:** February 19, 1987